

**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

RELIANCE INFRASTRUCTURE LTD,

South Central Division, Plot No. E-7 Canteen Bldg., 3<sup>rd</sup> Floor, MIDC Area, Andheri E,  
Mumbai 400 093

Phone : 30094247 / 45

Website. [www.cgrfrinfra.org.in](http://www.cgrfrinfra.org.in)

Email: [Consumer.Forum@cgrfrinfra.org.in](mailto:Consumer.Forum@cgrfrinfra.org.in)

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Ref: Case Nos. 18/2016

14<sup>th</sup> January, 2017

Mr. Jagdish R. Vishwakarma  
Hanuman Seth Chawl, Hanuman Nagar,  
Opp. Romeda Chemicals, Akurli Road,  
Kandivali East,  
Mumbai 400 101.

Contact : 9004104182 / 9869833860

Dear Sir,

Sub : Case No. 18/2016  
Order of Hearing dtd 13<sup>th</sup> January'2017

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Please find enclosed herewith the certified copy of the Order dtd. 13<sup>th</sup> January, 2017 of Case Sr.No.18/2016 .

In case you are aggrieved by the non-redressal of your grievance, you may file the representation of your grievance to the Office of the Electricity Ombudsman within sixty (60) days from the date of the Order of the Forum.

The address of the Office of the Electricity Ombudsman is as below :

**OFFICE OF THE ELECTRICITY OMBUDSMAN ( MUMBAI)**

606, 'KESHVA', Bandra-Kurla Complex,

Bandra (East), Mumbai – 400051.

Contact – 022-6592965 ( Email – [electricityombudsmanmumbai@gmail.com](mailto:electricityombudsmanmumbai@gmail.com))

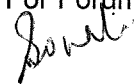
Website : [www.mercombudsman.org](http://www.mercombudsman.org)

This is for your information & record.

Kindly acknowledge the Receipt.

Thanking you,

Yours faithfully,  
For Forum for Redressal Of Consumer Grievances.



Sonali  
Secretary ( CGRF – Rinfra )

Encl : As above.

BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
RELIANCE INFRASTRUCTURE LIMITED

Sr.No. 18/2016 Mr. Jagdish R Vishwakarma, Hanuman Seth Chawl, Hanuman Nagar,  
Opp. Romeda Chemicals, Akurli Road, Kandivali East, Mumbai 400 101.

B. P. No. 906188077 , Residential, Central Division.

Minutes of the Meeting dated. 13<sup>th</sup> January,2017.

PRESENT

1. Mr. Vilas S Dikshit,- Chairman
2. Mr. Rajiv Nakhare, Vice President (RInfra) - Member
3. Mr. Satyanarayan Rajhans, Member

On behalf of M/s. Reliance Infrastructure Limited

- 1.Mr. Mritunjay Jha, Nodal Officer (Dy.General Manager -Corporate Legal)
- 2.Mr.Shrikant Phatak, AVP, Central Division
- 3.Mr.Jitendra Pandey, Sr.Manager, Central Division


On behalf of Applicant / Complainant

- 1.Mr.Shantilal Patel ( Representative)

Being aggrieved by the order passed by the IGR, the applicant filed the present grievance application before this Forum. It is his contention that he moved the application for getting new electric connection on 14.03.2016 and he was not provided any new connection. Hence the present application.

Nodal officer filed a reply and opposed the application on the ground that the Applicant / Complainant is neither a registered consumer of the Respondent Company ( RInfra ) nor covered under the ambit of definition of Consumer as defined under Section 2 (15) of Electricity Act ,2003.

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The Nodal Officer also contended that after the application was received, the site inspection was also done and it was found that the wiring of the said premises till the meter cabin was incomplete and in order to provide the electricity at the consumer's premises wiring up to the said premises from the meter cabin is required to be done as per the standard rules. It is also the contention of the Nodal Officer that the work of wiring beyond the point of supply is the responsibility of consumer and this was also intimated to the Applicant / Complainant vide their letter dated 2<sup>nd</sup> April, 2016. In short, the contention of the Nodal Officer and the Representative of the utility ( RInfra ) is that they are unable to provide the meter connection as the applicant has not done the wiring till the meter cabin from his room.

This Forum heard the applicant and the Nodal Officer as well as the Representative of RInfra on the previous date. On the last date also it was submitted by the Nodal Officer and the Representative of RInfra that they could not give connection to the Applicant / Complainant as the wiring up to the meter cabin from his room was not completed as required. On the last date the representative of the Applicant / Complainant clearly admitted that the wiring up to the meter cabin was not completed but subsequently he assured the Forum that he will complete the wiring up to the meter cabin after releasing the estimate. It was also brought to the notice of this Forum that the previous application became time barred. Under these circumstances, on the last date, the Forum suggested to re-register the same application by changing the date and release an estimate. The Representative of the Applicant / Complainant agreed to complete the wiring up to the meter cabin after he received the fresh estimate. Under these circumstances the matter was adjourned on the previous date.

Today the present matter once again came before this Forum. After hearing both the parties it appears that the utility had given the estimate to the Applicant / Complainant. The Representative of the applicant who was present before this Forum today, fairly submitted that they could not do the wiring up to the meter till today. He also placed one

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letter on record dated 16.12.2016 , there alleging in that one person of the said area who have no right to raise the objection have objected for wiring. He also submitted an application to Senior Inspector of Police, Samta Nagar Police Station, Kandivali East on 5<sup>th</sup> December, 2016.

Whatever this may be, one thing is certain that till today the Applicant / Complainant has not completed the wiring as assured by him before this Forum on the previous date although the estimate was given to him. Under these circumstances, this Forum feels that there is no any lapse on the part of utility ( RInfra ) for not providing the meter connection to the Applicant / Complainant.

In view of this, the following order is passed.

**ORDER**

Application stands disposed off.

No order as to cost.

**Dated : 13<sup>th</sup> January, 2017.**

MIDC, Mumbai

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*Sonal*  
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*Sd/-*

Vilas S Dikshit  
Chairman - CGRF

*Sd/-*

Rajiv Nakhare  
Member - CGRF

*Sd/-*

Satyanarayan Rajhans  
Member - CGRF